

**BEFORE THE  
COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

|                                       |          |                               |
|---------------------------------------|----------|-------------------------------|
| <b>INVESTIGATION BY THE</b>           | <b>:</b> |                               |
| <b>DEPARTMENT OF</b>                  | <b>:</b> |                               |
| <b>TELECOMMUNICATIONS AND ENERGY</b>  | <b>:</b> | <b>D.T.E DOCKET NO. 01-54</b> |
| <b>ON ITS OWN MOTION INTO</b>         | <b>:</b> |                               |
| <b>COMPETITIVE MARKET INITIATIVES</b> | <b>:</b> |                               |
|                                       | <b>:</b> |                               |

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**REPLY COMMENTS OF CHOOSEENERGY, INC.  
REGARDING  
COMPETITIVE MARKET INITIATIVES**

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**200 Wells Avenue  
Newton, MA 02459  
(800) 451-0181  
(617) 795-7400**

**Dated: August 17, 2001**

**Robert Luciano, Esq.  
Scott H. DeBroff, Esq.  
ChooseEnergy, Inc.**

**TO CHAIRMAN CONNELLY, COMMISSIONERS KEATING, MANNING, SULLIVAN,  
WASHINGTON, et. al.:**

ChooseEnergy, Inc. (“CE”) respectfully submits the following reply comments onto the official record in the above-captioned proceeding.

ChooseEnergy, Inc. is being represented by in this proceeding by **Scott H. DeBroff, Esquire** and **Robert Luciano, Esquire**. All correspondence regarding this proceeding should be directed to Mr. Luciano and Mr. DeBroff, as follows

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| <b>Robert Luciano, Esq.</b><br><b>Vice-President, Legal Affairs</b><br><b>ChooseEnergy, Inc.</b><br><b>200 Wells Avenue</b><br><b>Newton, MA 02459</b><br><br><b>Telephone: (617) 795-7478</b><br><b>FAX: (617) 641-9511</b><br><b>EEmail: <a href="mailto:bluciano@chooseenergy.com">bluciano@chooseenergy.com</a></b> | <b>Scott H. DeBroff, Esq.</b><br><b>Vice-President,</b><br><b>Government &amp; Regulatory Affairs</b><br><b>ChooseEnergy, Inc.</b><br><b>4709 Pine Ridge Road</b><br><b>Harrisburg, PA 17110</b><br><br><b>Telephone: (717) 230-8122</b><br><b>FAX: (717) 230-8125</b><br><b>EEmail: <a href="mailto:sdebroff@chooseenergy.com">sdebroff@chooseenergy.com</a></b> |
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## **I. INTRODUCTION**

On July 24, 2001, the Department convened a technical conference, the purpose of which was to discuss alternative methods for the Authorization for the release of customer information within the Commonwealth of Massachusetts. Numerous parties filed comments regarding the July 24th conference. This reply comment is submitted on behalf of ChooseEnergy, Inc.

## **II. CHOOSEENERGY, INC**

ChooseEnergy is a leading Applications Service Provider for the competitive energy Industry. Our flagship product, CE Suite <sup>™</sup>, is a flexible, robust set of solutions that provides outsourced customer enrollment and data management services to utilities and energy service providers

Based in Newton, Massachusetts, ChooseEnergy is an experienced team of energy experts, software developers and business leaders who are dedicated to the task of creating web based solutions that support customer choice.

## **III. HEARING AND COMMENT SCHEDULE**

ChooseEnergy, Inc. is amenable to the Department for further inquiry and will cooperate with the other parties as necessary.

## **IV. ISSUE**

ChooseEnergy hereby submits the following reply comment in the above-referenced proceeding. ChooseEnergy respectfully reserves the right to address other issues, as it deems appropriate when any such relevant issues arise in the continuing course of this proceeding.

The issue to be considered here:

The office of the Massachusetts Attorney General filed comments that included in part, "...the Attorney General recommends that the Department require written verification or third-party verification

for electronic signatures, similar to the verification requirement imposed for oral means of switching service.” P6.

ChooseEnergy fully appreciates the Attorney General’s concern for consumer protection. However, technology exists whereby electronic signatures provide the same or better protection than do wet signatures or third party verification. Examples of such electronic protections include login and password protection, email address, time and date stamped log files, and account number validation protocols.

## **Recommendation**

ChooseEnergy recommends that the Department investigate safeguards associated with technology that provide for validation and protection of consumers’ electronic signatures. We also recommend that the Department not require a wet signature or third party verification for electronic signatures.

## **V. WITNESSES**

It is currently expected that ChooseEnergy may call any or all of the following witnesses without being limited thereto:

**1. Robert Luciano, VP, Legal Affairs**

**2. Scott H. DeBroff, VP, Government & Regulatory Affairs**

**3. James DeMarre, Chief Technical Officer**

**VI. CONCLUSION**

ChooseEnergy is excited about the advent of Customer Choice in Massachusetts. It looks forward to providing the Department with its comments and insight into the marketplace, as it exists today and the future that is yet to be created.

Respectfully submitted,

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**Robert A. Luciano, Esq.**  
Vice President, Legal Affairs

**Scott H. DeBroff, Esq.**  
Vice President, Government & Regulatory Affairs

ChooseEnergy, Inc.  
200 Wells Avenue  
Newton, MA 02459

(617) 617-795-7478 (Telephone)  
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Dated: August 17, 2001

## **CERTIFICATE OF SERVICE**

I hereby certify that I am serving the foregoing **COMMENTS OF CHOOSEENERGY, INC.**, dated August 17, 2001, either personally, by first class mail, electronic mail, or by fax upon the persons listed below:

**Mary L. Cottrell, Secretary**

Department of Telecommunications and Energy

One South Station

Boston, MA 02110

(By First Class Mail & eMail)

DTE Service List

Served by:

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**Robert A. Luciano, Esq.**

VP Legal Services

ChooseEnergy, Inc.

200 Wells Avenue

Newton, MA 02459

Tel: 617-795-7478

bluciano@chooseenergy.com

**Dated: August 17, 2001**

**Docket No. D.T.E. 01-54**